IN THE DRAWINGS:

The attached sheet of drawings includes changes to Figure 2. In Figure 2, the agent information terminal previously shown as reference number 132 is changed to reference number 130. Additionally, the information support terminal is now designated as 110.

Attachment: Replacement Sheet for Figure 2
Annotated Sheet Showing Changes for Figure 2

REMARKS

Claims 5-7, 9 and 14-16 are pending in the present application. Claims 1-4, 8, and 10-13 are withdrawn and claims 5, 9, and 14 are amended. Reconsideration of the claims is respectfully requested.

Amendments are made to the specification to correct errors and to clarify the specification. No new matter has been added by any of the amendments to the specification.

Also, Applicants submit proposed corrections to drawings labeled Figure 2 in red ink. These changes are also incorporated into a formal replacement sheet for Figure 2.

I. Interview Summary

Applicants thank the examiner for the interview held on November 17, 2005 between the examiner, Stephen Tkacs (registration number 46,430), and the undersigned agent. The rejection of the claims under 35 U.S.C. § 102(e) was discussed. No agreement was reached.

II. 35 U.S.C. § 102, Anticipation: Claims 5-7, 9 and 14-16

The examiner rejects claims 5-7, 9 and 14-16 under 35 U.S.C. § 102(e) as anticipated by *Jawahar* et al., Methods and Apparatus for Enabling Dynamic Resource Collaboration, U.S. Patent No. 6,298,356, October 2, 2001 (hereinafter "*Jawahar*"). This rejection is respectfully traversed.

The examiner states:

> 4. Referencing claim 5, as closely interpreted by the Examiner, Jawahar teaches an information terminal support server which supports collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the information support server comprising:
>
> 5. (a) rule definition part including a condition setting part and a command setting part, (e.g. col. 2 , lines 18 - 44, "*...client requests are re-directed through the session host...*");
>
> 6. (b) a rule control manager for monitoring, at the information terminal server, HTTP messages sent in response to customer-side browser requests, (e.g. col. 8, lines 25 - 40, filter" & col. 22, lines 4 - 30, "*conditions, filter*");

7. (c) an HTTP checker, determining whether or not said HTTP messages agree with a condition of said condition setting part of said rule definition part, (e.g. col. 7, lines 53 - 65 & col. 13, lines 10 - 53, "*modified to include information about the customer*");

8. (d) an HTTP editor, editing contents of said HTTP messages according to contents of said command setting part of said rule definition part, when said HTTP messages agree with a predetermine condition, (e.g. col. 18, line 56 - col. 19, line 2, & col. 12, lines 4 - 32);

9. (e) customer cache storing of said RTTP messages in an unedited form sent to the browser on t e customer-side information terminal, (e.g. col. 18, line 56 - col. 19, line 2, & col. 12, lines 4 - 32); and

10. (f) agent cache storing of said HTTP messages in an edited form sent to the browser on the agent-side information terminal, (e.g. col. 7, lines 53 - 65 & col. 13, lines 10 - 53).

Office Action dated October 6, 2005, pages 2-3.

A prior art reference anticipates the claimed invention under 35 U.S.C. § 102 only if every element of a claimed invention is identically shown in that single reference, arranged as they are in the claims. *In re Bond*, 910 F.2d 831, 832, 15 U.S.P.Q.2d 1566, 1567 (Fed. Cir. 1990). All limitations of the claimed invention must be considered when determining patentability. *In re Lowry*, 32 F.3d 1579, 1582, 32 U.S.P.Q.2d 1031, 1034 (Fed. Cir. 1994). In this case, the cited reference, *Jawahar*, does not show all the limitations of claim 5.

Claim 5 is representative of claims 9 and 14. Claim 5 as amended is as follows:

5. An information terminal support server which supports collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the information terminal support server comprising:

a rule definition part including a condition setting part and a command setting part;

a rule control manager for monitoring, at the information terminal support server, HTTP messages sent in response to customer-side browser requests;

an HTTP checker, determining whether or not said HTTP messages agree with a condition of said condition setting part of said rule definition part;

an HTTP editor, editing contents of said HTTP messages according to contents of said command setting part of said rule definition part, when said HTTP messages agree with a predetermined condition;

customer cache storing of said HTTP messages in an unedited form sent to the browser on the customer-side information terminal; and

agent cache storing of said HTTP messages in an edited form sent to the browser on the agent-side information terminal.

The examiner fails to establish an anticipation rejection because *Jawahar* fails to show any of the features recited in claim 5. These features include, for example, the feature of a rule definition part, a rule control manager, an HTTP checker, an HTTP editor, a customer cache, and an agent cache. The examiner asserts that *Jawahar* does show the features. However, the examiner misapprehends the reference

First, the examiner asserts that *Jawahar* does show an information terminal supporter server that includes a rule definition part including a condition setting part and a command setting part by referring to column 21, lines 18-44. Specifically, the examiner refers to the statement "...client requests are re-directed through the session host..." However, the examiner misapprehends the cited text. The cited text provides as follows (emphasis added):

> FIG. 12 illustrates an embodiment where the session host 500 and the server or resource host 510 are distinct entities. Ordinarily, a customer client request 522 designating the resource host 510 would result in customer client 520 accessing the resource host 510 independently of session host 500 as indicated by 524. Similarly, an agent client request 532 designating the resource host 510 would result in agent client 530 accessing the resource host 510 independently of session host 500 as indicated by 534. These independent accesses, however, ensure that the session host 500 is unable to cache any dynamic resources resulting from such requests. Resource host 510 treats agent client 530 and customer client 520 as distinct entities and manages requests between the customer and the agent independently. As a result, the other party to the session might not have access to dynamic resources specific to the other party's session.
>
> In order to ensure that all parties collaborating during the session can access the same resource, *client requests are re-directed through the session host* effectively causing the session host to issue the request. Thus, for example, customer client requests (e.g., 522) identifying a host (510) other than the session host 500 are re-directed through session host 500 as indicated by 526. Similarly, agent client requests (e.g., 532) identifying a host (510) other than session host 500 are re-directed through session host 500 as indicated by 536.

Jawahar, column 21, lines 18-44.

Jawahar describes a method and apparatus for collaborating web pages or other resources between a customer client and an agent client. The cited text applies to situations where an agent client works for an entity that owns a particular resource but is not directly employed by the entity but rather works as a third party agent, such as a contractor. Because of the third party relationship, the agent client usually has a limited level of access to the resources owned by the entity. In regards to web page collaborations, an agent client must independently log on to a web page and cannot log on to the same web page session as a customer client. Thus, in order to establish a collaboration session in which both the agent client and customer client view the same web page at the same time, *Jawahar* describes a method of redirecting client requests through the session host rather than the resource host. The method described in *Jawahar* redirects client requests using different hosts but does not disclose or describe a rule definition for editing the content of the redirected client requests.

On the other hand, the claimed invention as recited in claim 5 recites an information support server which supports collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, where the information support server includes a rule definition part. The rule definition part in claim 5 includes a condition setting part and a command setting part. The rule definition part of the claimed invention defines under what conditions and in what manner an HTTP message is to be edited prior to submitting the HTTP message to an agent. *Jawahar* does not disclose a system to support collaboration of a browser that includes a rule definition part used for editing the content sent to an agent side information terminal. *Jawahar* further does not disclose a rule definition part that includes a condition setting part and a command setting part. Thus, *Jawahar* does not disclose all the features of claim 5. Accordingly, *Jawahar* does not anticipate claim 5.

Additionally, the examiner does not establish an anticipation rejection, because *Jawahar* does not show an information terminal support server comprising a rule control manager for monitoring, at the information terminal support server, HTTP messages sent in response to customer-side browser requests. The examiner asserts that *Jawahar* does show the claimed feature, referring to column 8, lines 25-40 and column 22, lines 4-30. Specifically, the examiner states that *Jawahar* shows the feature through the description of the "filter" and "conditions,

filter" in the cited text. However, the examiner misapprehends the cited text. The cited text is as follows:

> [Column 8, lines 25-40] For example, if a customer using browser application 78 changes information on a web page by entering information on a form, the information entered by the customer may be communicated to the agent's browser application 72. Similarly, if an agent selects a different web page using browser application 72, the selected web page may be delivered to browser application 78 for viewing by the customer. Thus, the changes made to the web page by filter service 68 allow other services, discussed below, to coordinate web pages and web page information between browser applications 72 and 78 such that the agent and the customer view the same web page with the same information. Additional details regarding the various services that coordinate and exchange information between the browser applications are provided below with respect to FIGS. 3 and 4.
>
> [Column 22, lines 4-17] The redirected request results in having the session host issue a request for the resource identified by the first URL. In step 630, the session host then caches the resource received in response to the re-directed request, if necessary. The conditions for caching may be the same as those previously described in reference to FIG. 11. The session host then responds to the first client's request by providing the received resource to the first client in step 640. The second client is provided with a second URL in step 650. In one embodiment, the second URL is the same as the first URL if caching is not necessary. The second URL identifies the cached resource if the resource was cached. The agent may then access the appropriate resource using the second URL provided in step 650.
>
> [Column 22, lines 18-24] Referring to step 650, the second URL may be provided to the second client's browser by the first client's browser. In one embodiment, the session host 500 embeds the second URL to be used by the second client into the requested resource. The embedded URL may then be communicated to the second client automatically by the first client's browser application during a collaboration session.
>
> [Column 22, lines 25-30] In one embodiment the filter services of the session host handles caching. Thus, referring to FIGS. 12 and 13, filter services 68 determines whether a retrieved resource should be cached (step 630), and if so, caches the modified resource in cache 82.

Jawahar, column 8, lines 25-40 and column 22, lines 4-30.

In the cited text, *Jawahar* describes a system of coordinating and exchanging information between an agent and customer's browser application. The filter, exemplified in cited text column 8, lines 25-40, allows for changes in web page content to be reflected on an agent's and customer's web page at the time the change is made. So, if an agent makes a modification on a web page, the customer logged onto the same web page on the same session can see the changes made at the time the changes are made. The same result occurs if a customer makes a change on the web page. Thus, the filter allows the agent and customer to view the same web page with the same information at any one time.

The conditions and filter depicted in column 22, lines 18-30 of the cited text refer to the conditions and filtering service for caching a redirected resource. In *Jawahar*, a redirected resource is a resource that is directed away from the resource host and redirected to the session host. *Jawahar* uses a modified URL to redirect the resource to the session host. *See Jawahar*, column 21, lines 57-62. The conditions described in the cited text determine when a modified URL is to be cached in the session host. The filtering service actually handles the caching process. However, neither the conditions, the filtering service, nor the filter described in the cited text disclose an information terminal support server that includes a rule control manager for monitoring, at the information terminal support server, HTTP messages sent in response to customer-side browser requests. *Jawahar* only discloses a system for simultaneously viewing changes on a web page and for caching redirected resources using conditions, a filtering service, and a filter. However, the system of *Jawahar* is still not an information terminal support server that includes a rule control manager.

On the other hand, the claimed invention as recited in claim 5 does disclose a rule control manager for monitoring, at the information terminal server, HTTP messages sent in response to customer-side browser requests. The rule control manager is entrusted with the processing of HTTP messages which includes the delivery of HTTP messages to a rule controller. *Jawahar* does not describe a system for monitoring HTTP messages, let alone a system of delivering HTTP messages to a rule controller. The conditions, filtering service, and filter described in *Jawahar* do not disclose the feature or any of the features of claim 5. Accordingly, *Jawahar* does not anticipate claim 5.

Additionally, the examiner does not establish a proper anticipation rejection because *Jawahar* does not disclose the feature of an HTTP checker, determining whether or not said HTTP messages agree with a condition of said condition setting part of said rule definition part. The examiner asserts that *Jawahar* does show the claimed feature, referring specifically to column 7, lines 53-65 and column 13, lines 10-53. Specifically, the examiner refers to the statement "modified to include information about the customer" to refer to the feature. However, the examiner misapprehends the cited text. The cited text is as follows:

> [Column 7, lines 53-65] Database management server 60 (contained in server 40) manages information contained in data base 58. The information stored in database 58 includes customer information, product or service information, transaction tracking information, and other data that may be used by transaction processing system 42, agents, customers, or server 40. Application server 62 communicates with database management server 60 and provides information to agent application 70. For example, application server 62 can retrieve information about a customer from database 58 using database management server 60. The retrieved information is then provided to agent application 70 across LAN 46 for display on agent computer system 50.
>
> [Column 13, lines 10-28] FIG. 6 illustrates an embodiment of various windows (also referred to as frames) displayed to an agent using the agent's computer. An agent's computer includes a display device that provides visual information to the agent. In FIG. 6, an agent's browser application generates a display 190 containing multiple frames 192, 194, 196, 198, and 200. Frame 192 represents the web page or other information currently being displayed to the customer. Thus, the agent is able to easily determine what information is available to the customer based on frame 192. Additionally, the agent can provide additional information about a product or service while referring to the information already displayed to the customer. Frame 194 is a text chat window that allows the agent and the customer to communicate using typed information. The text chat window can be used at any time, and is particularly useful when a voice connection cannot be established between the agent and the customer (e.g., the customer does not have an Internet phone and has only one telephone line, which is used to access the Internet).
>
> [Column 13, lines 29-53] Frame 196 of display 190 contains various system information such as information about the agent and information relating to the overall system performance. Frame 196 may also be used to display messages to an agent from a supervisor or system administrator (e.g., asking the agent if they are available to work overtime, or notifying

> the agent of their next scheduled break). Frame 198 displays agent script information, such as a prepared script to be read to a customer. The script displayed in frame 198 may be modified to correspond to the product or service being discussed, or the script may be modified to include information about the customer (e.g., the customer's name). Frame 200 provides various links to information that may be provided by the agent to the customer. In a particular embodiment of the invention, the links shown in frame 200 are associated with web pages that contain information of interest to particular customers. For example, the link "FAQ-Acme XL-3000" may identify a web page that contains answers to frequently asked questions about the Acme XL-3000 computer system. If the agent wants to display these answers to the customer, the agent can select the link, which causes the web page to be transmitted to the customer's browser application. The same web page is then displayed in frame 192, to maintain correspondence between frame 192 and the web page displayed to the customer.

Jawahar, column 7, lines 53-65 and column 13, lines 10-53.

The cited text in *Jawahar* describes information provided to an agent regarding a particular customer. In column 7, lines 53-65, *Jawahar* discusses a database management server that stores information such as customer information and product or service information which in turn is provided to an agent's computer system. In column 13, lines 10-53, *Jawahar* illustrates the various windows that can be displayed to an agent on an agent's computer. The specific text referred to by the examiner in the Office Action refers to a script displayed in a window frame to an agent. *See* Office Action dated October 6, 2005, pg. 2. The script is a prepared script that is to be read to a customer and may be modified to reflect a particular customer. Thus, in the example given in the cited text, a script may be modified to refer to a customer's name. However, a script modification is not the same thing as an HTTP checker, which determines whether or not an HTTP message agrees with a condition. Additionally, a database manager server that stores information does not disclose the feature of an HTTP checker.

The HTTP checker in the claimed invention determines whether or not an HTTP message agrees with a condition of the condition setting part of the rule definition part. In other words, the HTTP checker determines whether a HTTP message meets a condition that is already established in the rule definition part. A script modification, a window frame used by an agent's computer, and a database manager server that stores information is not an HTTP checker or anything similar. *Jawahar* does not disclose the feature of an HTTP checker that determines

whether an HTTP message agrees with a condition. Accordingly, *Jawahar* does not anticipate claim 5.

Moreover, the examiner does not establish a proper anticipation rejection because *Jawahar* does not disclose the feature of an HTTP editor, editing contents of said HTTP messages according to contents of the command setting part of the rule definition part, when the HTTP messages agree with a predetermined condition. The examiner asserts that *Jawahar* does disclose the feature, referring to column 12, lines 4-32 and column 18, lines 56-column 19, line 2. However, the examiner misapprehends the cited text. The cited text is as follows:

> [Column 12, lines 4-32] FIG. 5 is a flow diagram illustrating an embodiment of a procedure for communicating information between various devices using the architecture of FIG. 4. At step 170, a customer contacts a web server (e.g., web server 136) and retrieves one or more web pages for viewing using a browser application (e.g., browser application 158). At step 172, the customer requests additional information about a product or service, or requests to be contacted by an agent. The customer may specify the manner in which the information or agent contact is handled (e.g., by return telephone call, by e-mail, or by facsimile). If the customer requests to be contacted using a conventional telephone or by facsimile, then the customer is asked to provide a telephone number for initiating the telephone call or facsimile. At step 174, a JavaScript method, contained in the web page accessed by the customer, is executed by the customer's browser application. When executed, the JavaScript method causes the customer's computer to contact the Java server (e.g., Java server 154) and requests a Java applet and any necessary JavaScript methods. The requested Java applet and JavaScript methods are then communicated from the Java server to the customer's computer. The particular Java applet and JavaScript methods communicated to the customer's computer may vary depending on the web page that was being viewed by the customer when the request for additional information or agent contact was entered. The particular web page being viewed may contain JavaScript methods that identify the necessary Java applet and JavaScript methods to be communicated to the customer's computer.
>
> [Column 18, line 56 through column 19, line 2] With respect to enabling collaboration (i.e., accessing the same resource such as viewing the same web page) between the client and the agent, one method is to pass the URL for the resource accessed by one party to the other party. Thus for example, when the customer changes web pages the URL for the new web page can be sent to the agent. The agent can then access the web page using the same URL. This technique is referred to as "URL sharing." Generally URL sharing accommodates synchronization between the

> customer and the agent when static resources (e.g., static web pages) are being viewed. URL sharing is not desirable in some situations, however. In particular, URL sharing may not be appropriate for some dynamic resources such as dynamically generated pages.

Jawahar, column 12, lines 4-32 and column 18, line 56 to column 19, line 2.

Jawahar in column 12, lines 4-32 describes a procedure for communicating information between various devices. The cited text details the process of a customer contacting a web server and requests additional information about a product or service. *Jawahar* discloses the use of a JavaScript method and Java applet to communicate between a Java server and customer's computer. At column 18, line 56 through column 19, line 2, *Jawahar* discloses a technique of enabling collaboration between an agent and client called "URL sharing." URL sharing allows for an agent and client to synchronize resources so that an agent and customer can access a web page using the same URL. However, neither a means for communicating information between various devices nor the URL sharing technique discloses an HTTP editor as described by the claimed invention.

An HTTP editor edits contents of an HTTP message according to the contents of the command setting part of the rule definition part, when the HTTP messages agree with a predetermined condition. The HTTP editor performs the task so that confidential information of a customer is not viewable and accessible to an agent. The HTTP editor of the claimed invention is not a means for communicating information between various devices. The HTTP editor edits HTTP messages. Additionally, the HTTP editor of the claimed invention does not enable an agent and client to synchronize resources so that an agent and customer can view the same information on the same web page. To the contrary, an HTTP editor edits an HTTP message that the agent and client cannot access the same information on the same web page. Thus, *Jawahar* does not disclose the feature asserted by the examiner. Accordingly, *Jawahar* does not anticipate claim 5.

Furthermore, the examiner does not state a proper anticipation rejection, because *Jawahar* does not disclose the features of a customer cache storing of the HTTP messages in an unedited form sent to the browser on the customer-side information terminal, and an agent cache storing of the HTTP messages in an edited form sent to the browser on the agent-side

information terminal. The examiner asserts that *Jawahar* does show the features, referring to various texts already cited above. However, the examiner misapprehends the cited text.

As shown above, *Jawahar* does not disclose an information terminal support server that includes a rule definition part, a rule control manager, an HTTP checker, or an HTTP editor of claim 5. All the claimed features of the claimed invention for claim 5 allow for the caching of an unedited form of the HTTP message in the customer cache and an edited form of the HTTP message in the agent cache. Consequently, if *Jawahar* does not disclose the features discussed above, then *Jawahar* cannot disclose the features of a customer cache of an unedited form of the HTTP message and an agent cache of an edited form of the HTTP message.

Furthermore, as shown above, *Jawahar* discloses the synchronization of resources so that the agent client and customer client see the same information on the same web page. However, the claimed invention allow for the agent and customer to view two different HTTP messages – the agent views an edited HTTP message while the customer views an unedited form of the HTTP message. *Jawahar* does not disclose an edited and unedited version of an HTTP message. Therefore, *Jawahar* does not disclose this feature or any of the features of claim 5. Accordingly, *Jawahar* does not anticipate claim 5.

Since claim 5 is representative of independent claims 9 and 14, all arguments for claim 5 also apply to claims 9 and 14. Additionally since claims 6-7 and 15-16 depend from claims 5 and 14 respectively, the same distinctions between *Jawahar* and the claimed invention in claims 5 and 14 apply for these claims. Additionally, claims 6 and 7 claim other additional combinations of features not suggested by the reference. Therefore, the rejection of claims 5-7, 9 and 14-16 under 35 U.S.C. § 102(e) is overcome.

Furthermore, *Jawahar* does not teach, suggest, or give any incentive to make the needed changes to reach the presently claimed invention. *Jawahar* actually teaches away from the presently claimed invention because it teaches the collaboration of the same resource as opposed to the collaboration of an HTML page that is edited to protect a customer's confidential information as in the presently claimed invention. Absent the examiner pointing out some teaching or incentive to implement the collaboration of an HTML page which is edited to protect a customer's confidential information, one of ordinary skill in the art would not be led to modify *Jawahar* to reach the present invention when the reference is examined as a whole. Absent some

teaching, suggestion, or incentive to modify *Jawahar* in this manner, the presently claimed invention can be reached only through an improper use of hindsight using the applicants' disclosure as a template to make the necessary changes to reach the claimed invention.

III. Amendment to the Drawings

Figure 2 is amended. In Figure 2, the agent information terminal previously shown as reference number 132 is changed to reference number 130. Additionally, the information support terminal is now designated as 110.

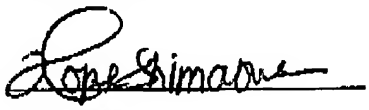
IV. Conclusion

It is respectfully urged that the subject application is patentable over the cited references and is now in condition for allowance.

The examiner is invited to call the undersigned at the below-listed telephone number if in the opinion of the examiner such a telephone conference would expedite or aid the prosecution and examination of this application.

DATE: January 5, 2006

Respectfully submitted,



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